



EXHIBIT C

NOTICE

This document has been prepared exclusively for:

December 11, 2003

Case Number or Client I. D. 014208.1635

Number of pages to follow: 5 Attn: Chad Terrell/Esmarie Garland

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Comments:

The text on the left side of the figure was cut off (step 3 in Fig.2) when the figure was sent to us.

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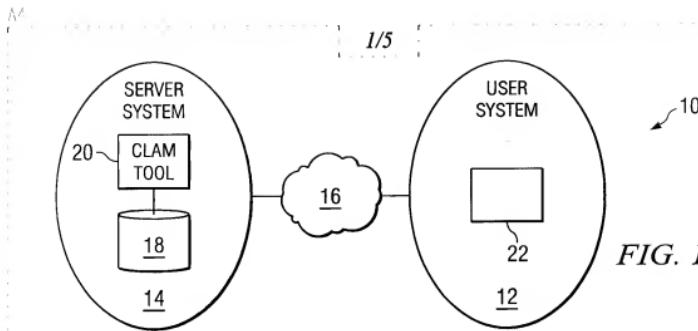
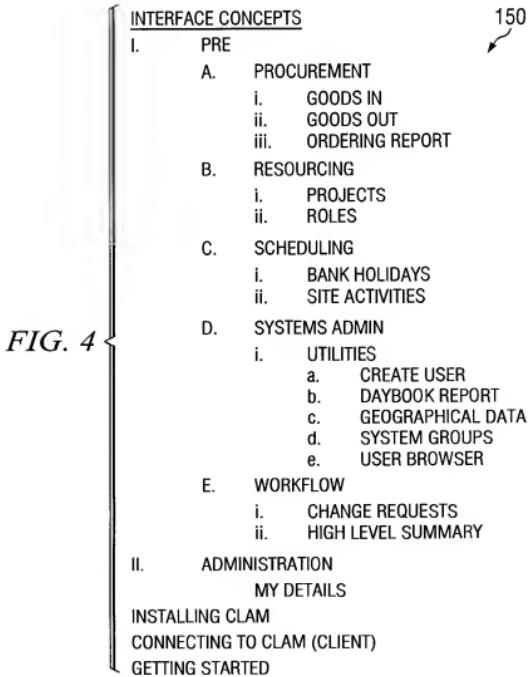


FIG. 1



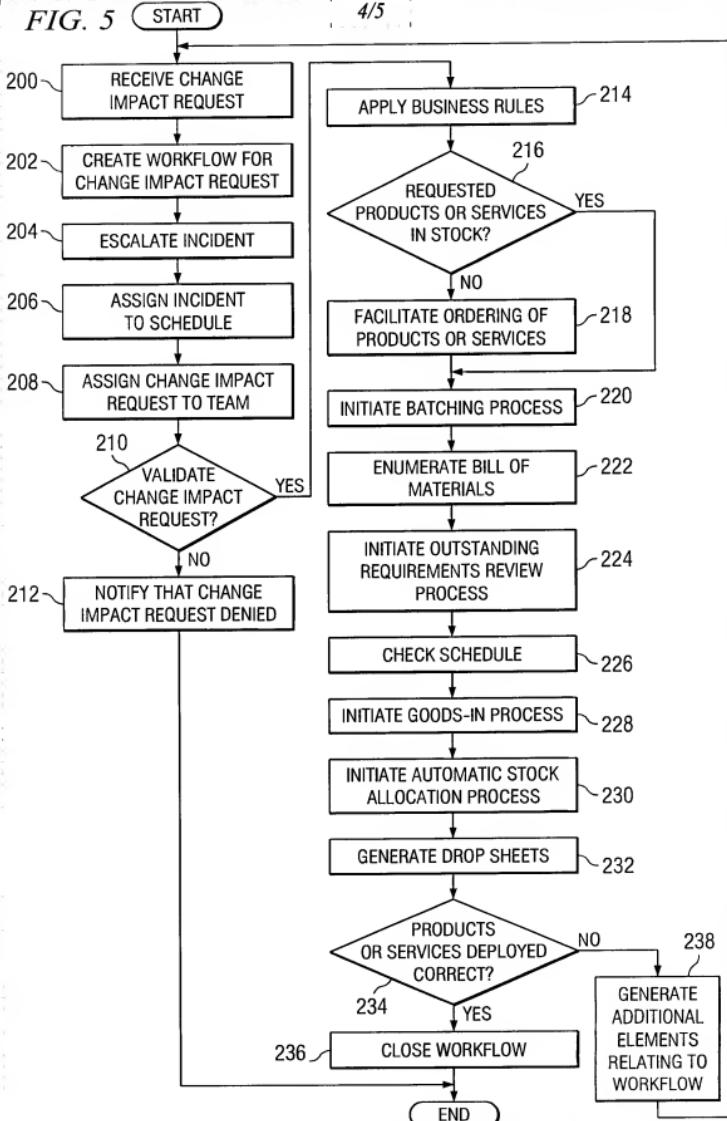
CONCEPTS

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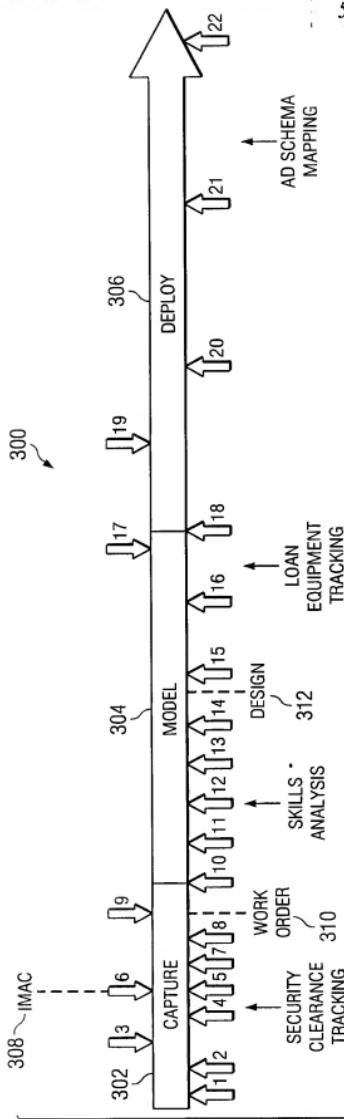
- I. ADMINISTRATION
 - A. GROUPS
 - B. SYSTEM USERS
 - C. USER RIGHTS
 - D. GEOGRAPHIC DATA
 - E. ATTRIBUTE MAPPING
- II. COLLABORATION
 - A. NEWS
 - B. FORUMS
 - C. KNOWLEDGE BASE
 - D. REPOSITORY
- III. ESTATE
 - A. EQUIPMENT
 - i. ASSETS
 - ii. LOAN EQUIPMENT
 - iii. LICENSES
 - iv. ORDERING
 - v. STOCK
 - vi. GOODS MOVEMENT
 - B. SITE MAPPING
 - i. SITE
 - ii. BUILDINGS
 - iii. WORK AREAS
 - iv. LOCATION POINTS
 - v. FACILITIES MANAGEMENT
- IV. IMAC
 - A. ADDING PRODUCTS OR SERVICES
 - B. REMOVING PRODUCTS OR SERVICES
 - C. OFFICE MOVES
- V. ORGANIZATION
 - A. DOMAINS
 - B. GROUPS
 - C. ROLES
 - D. MEMBER OF STAFF
 - E. BUSINESS STREAM
- VI. RESOURCING
 - A. SITE ACTIVITIES
 - B. SITE ACTIVITY PLAN
 - C. SKILLS MATRIX
 - D. RESOURCE TEAMS
 - E. BANK HOLIDAYS
 - F. SECURITY CLEARANCE
 - G. PROJECTS
- VII. SERVICES
 - A. PRODUCT CATALOGUE
 - B. SERVICE LIST
 - C. CATEGORIES
- VIII. TOPOLOGY
 - A. BUSINESS RULES
 - B. BUILD KEYS
 - C. DNS NAMES
 - D. IP ADDRESSES
- IX. WORKFLOW
 - A. SERVICE MANAGEMENT
 - i. INCIDENTS
 - ii. ESCALATIONS
 - iii. PERSONAL FOLLOW-UPS
 - iv. TEAM FOLLOW-UPS
 - v. SERVICE PROVIDERS
 - a. CONTRACTS
 - b. SERVICE LEVEL AGREEMENTS (SLAs)
 - B. WORK HANDLING
 - i. DROP SHEETS
 - ii. LOW LEVEL CONFIGURATION
 - iii. USER ACCEPTANCE TESTING

FIG. 3

FIG. 5



DRAFT DRAWINGS ** PLEASE DO NOT FILE W/ THIS COPY! PLEASE CONTACT PATENT ART FOR SAME-DAY DELIVERY OF FINAL DRAWINGS



1. CLAIM INSTALLED
2. PRIMEVAL DATA LOADED
3. ASSET/SERVICE REGISTRATION
4. BUSINESS RULES ENTERED
5. SOLUTION MAPPING
6. CHANGE REQUEST
7. WORKFLOW CREATED
8. SERVICE MANAGER REVIEWS (SLA) VALIDATES AND SCHEDULES (IMAC/ROLLOUT)
9. CHANGE REQUEST APPROVAL
10. APPROVE CHANGES; IF ANY CHANGE REJECTED, RESTART AT CHANGE APPROVAL
11. APPLY DESIGN RULES
12. STOCK CHECKED
13. BILL OF MATERIALS BATCHED PER BUILDING/VENDOR
14. LOW LEVEL CONFIGURATION PRODUCED
15. EQUIPMENT ORDER REQUIREMENTS
16. GPS DATA LOCATE RESOURCES
17. DELIVERY (GOODS-IN)
18. DROP SHEETS PRODUCED
19. INSTALLATION AND USER ACCEPTANCE TESTING (UAT)
20. ASSETS RECORDED. CHANGE REQUEST CLOSED
21. MOP-UP ACTIVITIES (FOLLOW UPS)
22. LDAP DATA INTERCHANGE FORMAT (LDIF)/LIGHT WEIGHT DIRECTORY ACCESS PROTOCOL (LDAP) EXPORT

FIG. 6

DRAFT DRAWINGS ** PLEASE DO NOT FILE W/ THIS COPY! PLEASE CONTACT PATENT ART FOR SAME-DAY DELIVERY OF FINAL DRAWINGS